

The TRW Travel XXI Team

American Express Traveler Semi
for the
Force Defense Travel Region

Agenda

- ***Introductions***
- ***Operational Overview***
- ***Traveler Profiles***
- ***Complete Travel Services***
- ***Routine Official Reservations***
- ***International Travel Services***
- ***Emergency Travel Service***
- ***Electronic Ticketing***
- ***Seat Assignments & Boarding Passes***
- ***Worldwide Customer Care***



Operational Overview

The American Express Defense Travel Center is located in Omaha, Nebraska.

- *On Site CTO located at Offutt AFB remains open.*
- *All Travel Counselors have been trained on Air Force Travel Policy*
- *If connected, reservations will be made through the CUI.*
- *If not connected to the CUI reservations will be made via 800 telephone service to the AMEX DTC.*
- *Reservations can be Faxed to the DTC.*
- *Tickets will be issued electronically.*



Profiles



Traveler

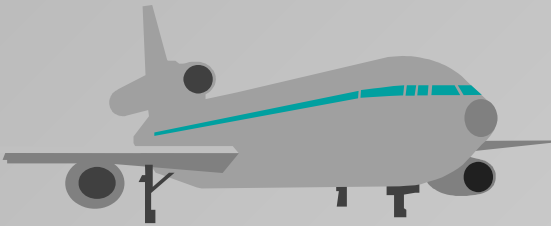
Traveler Profiles Save Time because:

- ***All your travel preferences are stored in the CUI.***
- ***Traveler's preferences are requested on every booking, such as:***
 - ✈ ***Billing Information***
 - ✈ ***Emergency Travel Assistance***
 - ✈ ***Preferred seat***
 - ✈ ***Special meals & services***
 - ✈ ***Frequent Flier Program Memberships***

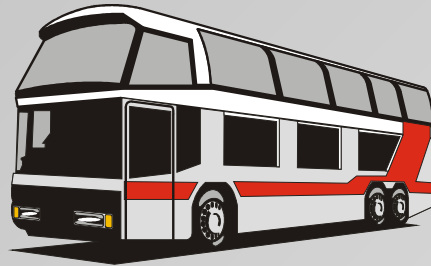


Complete Travel Services

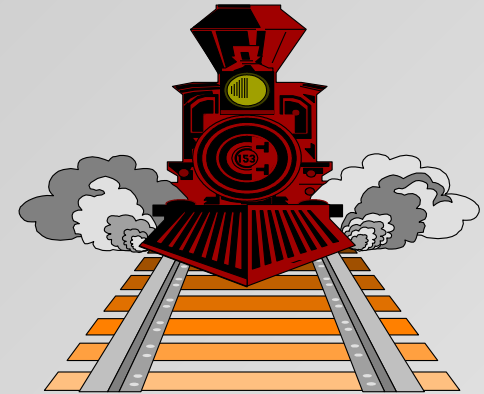
➤ **Air**



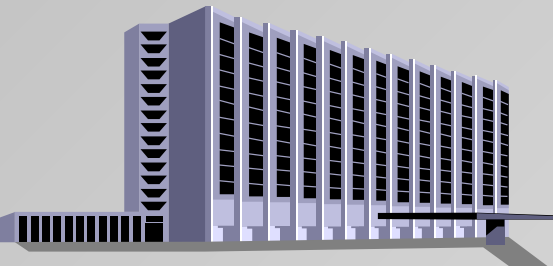
➤ **Bus**



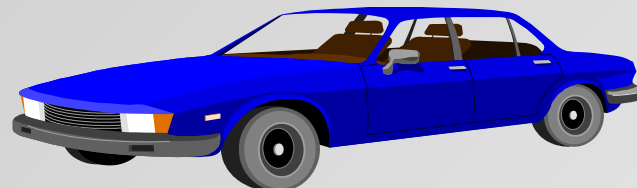
➤ **Rail**



➤ **Hotels**



➤ **Car Rentals**



Routine Official Reservations

- If connected to the CUI enter your reservations request.
- If not connected to the CUI call American Express at the DTC on 800 #.
- Fax your request to the American Express DTC.
- American Express will review your reservation request. Confirm flights, secure seats, make hotel and car rental reservations and prepare the should cost.
- If Cat. B Flights or BQ Lodging is available on the itinerary American Express will confirm and notify you through the CUI, telephone or fax.
- Tickets will be charged to the Government Charge Card number shown in your traveler profile.
- Tickets will be issued electronically and available at the airport for pick-up.
- All tickets that cannot be issued by E-ticketing will be overnight mailed to the address in the profile.
- Emergency tickets will be delivered by:
 - ✈ Electronic Tickets (E-Tickets)
 - ✈ Overnight mail
 - ✈ Prepaid at the airport

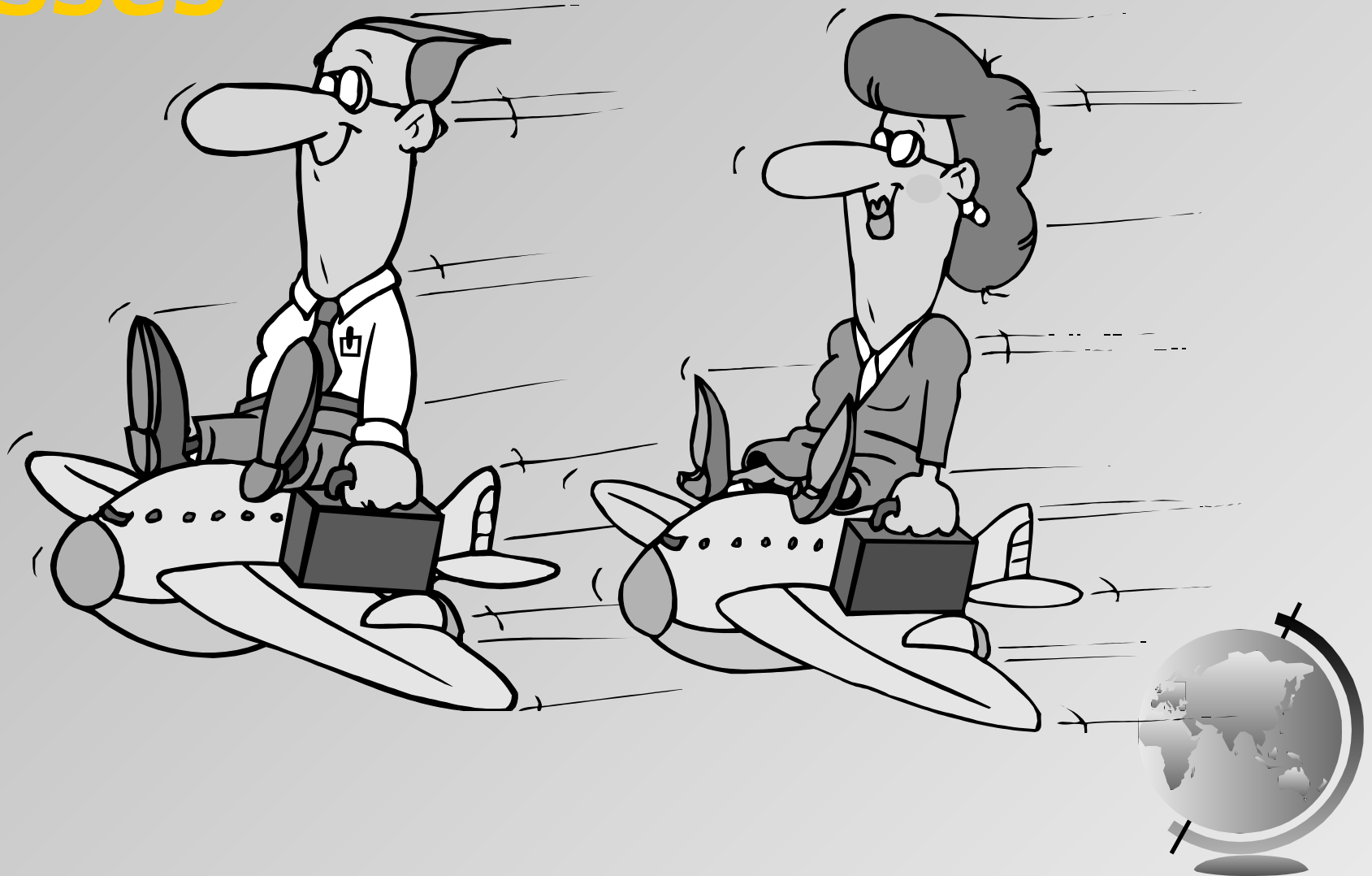


Electronic Ticketing

- Most major US carriers now offer Electronic Ticketing (E-Ticketing).
- Reservations procedures remain the same.
- Travel counselor will advise if E-Ticketing is not available for the flight.
 - ✈ If allowed by carrier, seats may be pre-reserved
 - ✈ Traveler will receive itinerary and documentation for vouchering.
- No need to worry about lost, stolen or misplaced tickets.
- No need to stand in line at airline ticket counters to pick up prepaid tickets.
- Go directly to gate, show ID and obtain boarding pass! Reserved seats will be waiting.
- No concern about last minute ticket delivery or enroute changes.
- Refund process is streamlined - no coupons to return.
 - ✈ Just cancel your reservation in the CUI or call American Express to cancel
 - ✈ No airline charges for filing a Lost-Ticket-Application



Seats & Boarding Passes



Seat Assignments & Boarding Passes

- **Many (but not all) airlines pre-reserve seats or provide advance boarding passes through the computerized reservation systems.**
- **For most carriers, boarding passes can only be issued within 30 days of departure. (For some, 21 days)**
- **Boarding passes for reservations or changes made within 24 hours of departure are usually only available at the airport.**
- **An inventory of seats are held in reserve by airlines for airport check-in only. Airlines allot roughly two-thirds of their aircraft for advance seating.**
- **An unscheduled change of aircraft or overbooking can alter your seat assignments.**
- **A reservation or seat request made directly with an airline may inhibit us from issuing a boarding pass on a specific flight.**



Emergency Travel Service



- ***After Hours
Emergency Travel
Assistance***
- ***24-Hours a Day***
- ***7-Days a week***
- ***365-Days a year***
- ***Toll Free call:***
- ***Or Worldwide call
collect:***



International Travel Services

Customs Information

- ***Passport & Visa Information***
- ***Currency Exchange Rates***
- ***Associate or Affiliate Locations***
- ***American Embassy Locations***
- ***Advice on Health Requirements***
- ***Medical Advisories***



Worldwide Customer Care

**The Travel
Advantage**



- **1,700 Offices Worldwide**
- **Reconfirmation of airline tickets**
- **Hotel and Car Rental reservations**
- **Airline flight rescheduling**
- **Foreign Currency Exchange**

